

Public Employees' Retirement Fund

September Results - Version I

Agency Mission:

"We are committed to serve, through exceptional customer service, employers, our members and their families, in achieving their retirement goals and financial security."

Director Terren Magid
GEFP Liaison Tad DeHaven

Statewide Initiatives:

Annual Savings and Efficiency Gains
One-Time Savings and Efficiency Gains
Competitive Sourcing Participation

Year-to-date FY 2008

	\$0
	\$636,903
	\$0

Finance Department

Toner Savings

Clean-up of outstanding check project

Agency Metrics:

Financial Performance

1 year actual return/1 year target return (%)
% of active managers exceeding benchmark

Result

Target

Comments

94%	100%	90% to 100%
68%	75%	50% to 74%

Customer Service

Benefits

Percentage of distributions processed in 30 days or less
Percentage of retirements without payment interruption

95%	90%	75% - 89%
92%	95%	80% - 95%

Call Center

Percentage of calls answered in less than 30 seconds

81%	75%	60% - 74%
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Customer Satisfaction

Customer satisfaction index

90.1%	90%	75% - 89%
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System Measures

% Automated Account Transactions

% of automated transactions

32.63%	50%	25% - 49%
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Fundamental Agency Change Initiatives

Internal Controls
Business Technology Enhancements
Retirement Planning
Human Resources